



Statement of Purpose

Young People's Supported Accommodation

Registered service provider

LiveWest Homes
Skypark
1 Wellington Way
Clyst Hinton
Exeter
EX5 2FZ

Tel: 0300 123 8080

E: enquiries@livewest.co.uk

Director of Neighbourhoods – James.reseigh@livewest.co.uk
Head of Supported Housing and Nominated Individual – David.davies@livewest.co.uk
Service Lead – Young people and Registered Service Manager – Jenny.endean@livewest.co.uk

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Introduction



Our young people's supported accommodation offers young people and young parents experiencing homelessness a safe nurturing place to live, learn and thrive. We believe every young person should have a safe and secure home.

We provide a range of supported accommodation for young people aged 16-25 years from emergency accommodation to longer stay accommodation in the South West.

We believe that every young person is unique, and we tailor our service to meet their needs, strengths and aspirations as they gain the skills and resources to navigate their next steps towards independence. We encourage young people to try and try again until they succeed; be it preparing for the world of work, developing life skills or living independently.

We believe with the right support and motivation anything is possible.

We ensure that our support and accommodation meet the following key principles:

- Young people feel safe and secure in their living environment and wider community.
- Young people's voices are respected, heard, and advocated for, and they are fully involved in planning for their futures.
- Young people have confidence that the adults around them can provide support and have the necessary skills to help them effectively to meet their needs.

- Young people have space to feel proud of and live in a comfortable, well-maintained, and stable home.
- Young people receive high-quality, personalised support that promotes their health and well-being by overcoming any challenges, disadvantages and obstacles that stand in their way to achieve their full potential

Our aims



Our aim is to:

- provide friendly, welcoming and non-judgmental homes for young people to live in for a set period;
- inspire young people to succeed, introduce life skills and encourage them to take responsibility for achieving their goals;
- reduce the number of young people cycling through the housing and homelessness system.

Supported accommodation categories

We provide the following categories of supported accommodation for young people:

Single occupancy

- Eight self-contained flats situated at Carn Brea Foyer, known as Crofty Flats. Emergency accommodation staffed 24 hours for 16–17-year-olds, referred by Cornwall Council’s Youth Homelessness Team or Children’s Services.

Shared accommodation/group living (non-ring-fenced provision)

In addition to being registered to support looked-after children and care leavers aged 16-17, all our provision below provides accommodation for young people aged 16+ and who are not care-experienced.

- **Bristol Foyer ,2A Victoria St, BS1 6DT:** 51 homes with shared bathrooms, two crash pads, staff 24 hours with waking night support worker and concierge. Referrals via Bristol City Councils HSR admin team.
- **Torbay Foyer, Teignmouth Rd, TQ1 4DZ:** 20 homes, night-time and weekend concierge. Referrals via Torbay’s Youth Homelessness Prevention Panel and Children’s Services
- **Plymouth Foyer, Rendle St, PL1 1TU:** 50 homes including six emergency accommodation rooms with a night housing support worker (sleeping) and nighttime and weekend concierge for the Foyer. Referrals via Plymouth’s Children Services and Housing teams, A2A hub and The Zone
- **Hendra Lodge, Hendra Park, PL14 3LH:** Eight homes with a concierge service 5pm to 5am Referrals via Cornwall Council’s Youth Homelessness Team
- **Bodmin Foyer, Kerstenenn, PL31 2GZ:** 16 homes with a concierge service 5pm to 5am. Referrals via Cornwall Council’s Youth Homelessness Team
- **Carthew House, 56 Trevail Way, PL25 4WZ:** Seven homes, includes six for young parents; 24 hours with night housing support worker (sleeping). Referrals via Cornwall Council’s Youth Homelessness Team, children’s service, or self-referral for young parents.
- **Truro Foyer, Lander Court, TR1 2NH:** 13 homes with a concierge service 5pm to 5am. Referrals via Cornwall Council’s Youth Homelessness Team
- **Redruth Foyer, Alma Place, TR15 2AT:** 10 homes with a concierge service 5pm to 5am. Referrals via Cornwall Council’s Youth Homelessness Team
- **Carn Brea Foyer, Carn Brea Lane, TR15 3DS:** 13 homes with waking night support worker. Referrals via Cornwall Council’s Youth Homelessness Team
- **The Coach House, Chyandour Place, TR18 3LS:** 13 homes including seven for young parents, with a concierge service 5pm to 5am. Referrals via Cornwall Council’s Youth Homelessness Team, children’s services, or self-referral for young parents.

Admissions

All our supported accommodation is commissioned by local authorities and as such referrals are via the routes described in the supported accommodation categories.

Any referrals and admissions will be thoroughly assessed on full information from the accommodating authority to make sure we are confident our supported accommodation is an appropriate and positive choice that can best meet the needs of the young person. We can provide support to young people with behaviour set out below, but it will depend on our current cohort within the scheme. It is important to us to maintain a balanced community so that all young people can make the transition to adulthood successfully.

Our supported accommodation offer

We create safe, nurturing environments, building trusting relationships, taking time to get to know young people, respond rather than react and equip them with the life skills they have not yet had an opportunity to develop.

Our approach is underpinned by “Advantaged Thinking,” a strengths-based approach which sees young people through the lens of their strengths, talents, and aspirations rather than as ‘problems’ to be solved.

All young people will be allocated a Youth Development Worker who will use a coaching style approach to nurture the natural talents and skills of young people, enabling them to identify and commit to a support plan.

We recognise level of needs will vary so have a tiered level of support which allow us to offer support and activities that are appropriate and targeted to the individual, recognising they change, that they have different experiences and react differently.

Our approach emphasises the importance of connecting young people into education, training and employment pathways, together with the housing stability, finance, health and wellbeing and a social footprint that supports those pathways leading to states of thriving adulthood.

We draw in expertise from all partners to deliver interventions that are required to break down barriers and address behaviours that can lead to exclusion. Understanding what sits behind



behaviours (often trauma, adverse childhood experiences, hidden harm), and having honest discussions with young people are part of the daily interventions we have with them to help change patterns of behaviours which have to date allowed their pasts to impact upon their potential futures.

Who we support



We provide supported accommodation for young people 16–25 years old who are experiencing homelessness or at risk of homelessness. This includes looked-after children and care leavers aged 16 and 17 who have a high or increasing levels of independence and do not need the degree of care or type of environment provided in a children’s home or foster care.

All young people need to be ready to actively engage in their own development and make a positive contribution. We expect all young people to sign up to our deal:

Our part	Your part
Support you to learn and grow	Be the best you can be
Have conversations with you to better understand what you can do, rather than what you can’t do	Engage with us
Support you to maintain your home	Be a good resident and neighbour
Help you to be safe	Stay safe
Make your community a place where everyone is accepted and valued	Be kind and caring to yourself and others

Develop and embrace new ways of working by allowing and supporting our staff to be innovative and creative in providing services	Work with us
Make sure we listen to you	Share your views

For young people ready for it, we work alongside them to empower them to take ownership of their future so they can thrive and prepare for greater independence. Within this remit, we consider placements of young people with varying needs and strengths including:

- Attachment disorder
- Attention deficit disorder
- Autistic spectrum disorder
- Challenging behaviour
- Criminal behaviour
- Drug and alcohol abuse
- Gang involvement
- Mental health issues
- Moderate learning disabilities
- Self-harming behaviours

Our accommodation and facilities



Our supported accommodation aims to provide a safe and nurturing environment, stability and consistency for young people, allowing them to foster independence within the community. We want them to feel at home here, and strive to build a homely and welcoming environment, with strong and trusting relationships with our teams. This begins as soon as a young person arrives and will continue until they leave.

We conduct an annual location assessment to ensure all our schemes are suitable and appropriate, considering the views of relevant stakeholders.

Each young person has access to a lockable, well-furnished, comfortable bedroom with Wi-Fi connectivity. We provide standard bedding, towels, personal hygiene products.

Young people are encouraged to personalise their rooms with items such as posters, photos and accessories. Rooms are private and young people are allocated their own key / fob upon joining us which will also give them access the main gates (where applicable), the residential building and the flat that have been allocated to them.

All our kitchens contain everything a young person may need and are the perfect place to learn essential cooking skills and socialise whilst cooking together. Our lounges (where applicable) are homely, giving a social space to unwind after a busy day.

The use of surveillance and monitoring devices are for the protection of young people only. CCTV cameras are used for site security and crime prevention and cameras are both internal (communal areas only) and external. There is clear signage around the schemes to inform all young people, visitors and colleagues that CCTV cameras are in place. Young people receive full information on any security measures in place as part of their induction and full details are set out in the young person's guide and CCTV policy and procedures.

Risk assessments

Risk and needs assessments are undertaken for all young people referred to our supported accommodation. Alongside this, a readiness meeting will take place; an opportunity for young people to demonstrate their motivation, strengths and challenges and illustrate how they will suit living in our supported accommodation. This meeting reinforces that this is a 2-way deal that both parties are committed to and that they will take responsibility and be the focus for any support plan that is created.

As part of our move in process where we look at allocation, we will assess the potential positive and negative effects of proposed living arrangements between young people. We specifically focus on what are we worried about (past harm, future danger, complicating factors), what's working well (existing plans, areas of work that reduce risk).

Risk and needs assessment are regularly reviewed at least every three months or when a change has occurred.

There may be occasion where we have identified through our assessment and review pathways that a young person requires specialist support services or a referral to an alternative provider to meet their needs and by utilising partnerships, we can confidently make comprehensive referrals into the most appropriate services to support the young person on their individual pathway to independence.

All our supported accommodation and activities are covered by individual risk assessments.

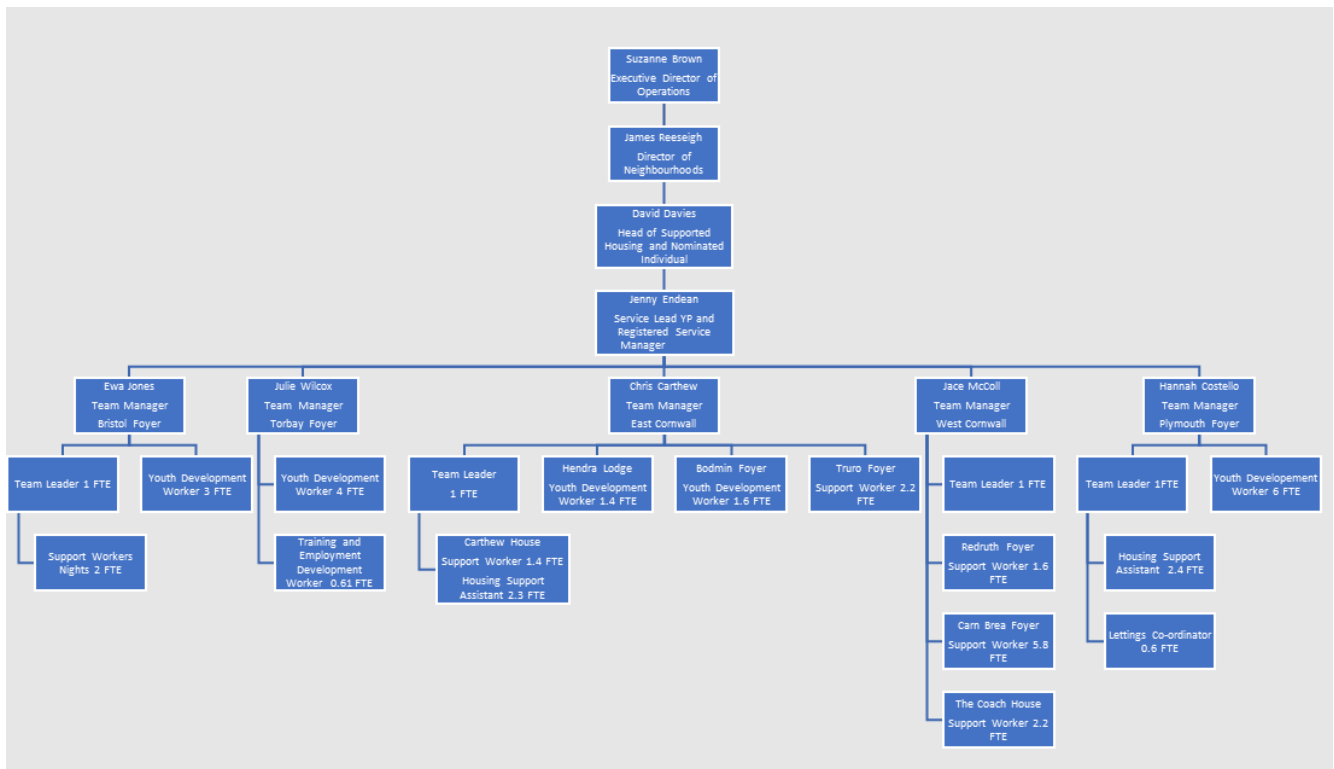
Our Health and Safety is comprehensively reviewed and monitored. 'Don't Walk On By' is our initiative to help keep young people and ourselves safer; encouraging all of us to be proactive and raise any concerns we may have as we go about our working day.

The accident & incident reporting system 'Assure' captures accidents, incidents and near misses which in turn identifies trends to help reduce incidents.

Yearly Fire and Scheme Risk Assessments are part of a comprehensive compliance system. There are weekly visual fire inspections, fire alarm system checks together with planned cyclical asset management on legionella, portable appliances and lift maintenance.

Our support team

The Service Lead – oversee all aspects of young people's supported accommodation; they hold a MA in Professional Practice: Critical issues for practice development and working towards Level 5 in Coaching and Mentoring. This is also supported by the Head of Supported Housing who is well established and has Level 4 CIH and is about to start Level 5.



The supported team also consists of Team Managers and Team Leaders who have or who are working towards level 4 qualifications such as Youth Work, Health and Social Care, Coaching, Housing and Leadership and Management.

There is also a team of youth development workers, support workers, housing support assistants, Tenancy Sustainment Workers we have or are working towards level 3 qualification in youth work, housing, information, advice and guidance, mental health.

We also have a bank of relief workers who cover colleague absences such as leave, sickness to ensure continuity of support and young people can build and maintain strong relationships with our relief workers.

We are committed to providing quality supervision, referred to as 'one to one' support in LiveWest for all colleagues as well as a range of other support such as a management direction, reflective practice group and specialised support. All colleagues will receive 'one to one' every 4-6 weeks and a template used to capture the conversation and actions. Informal supervision that provides a team member with support can be accessed daily face to face or by telephone.

As part of our Development and Performance System, colleagues will also receive quarterly Check-Ins; a two-way conversation, looking at performance over the prior quarter and setting colleagues up for success for the next quarter.

Colleagues also have access to reflective practice, external support from our Employee Assistance programme, Health Care Cash Plan as well as our internal Wellbeing page which hosts a variety of resources to support colleagues and their families with their physical, financial and mental wellbeing.

Effective handover meetings, best practice meetings and regular team meetings are in place that encourage conversation, reflective practice and celebrating achievements. Colleagues can also access external confidential support after any traumatic event.

A six-month probationary period is in place to ensure that any team member demonstrates their commitment to our values and behaviours. We are committed to having skilled and motivated staff who feel confident about performing their roles effectively.

People's Voices



Our approach is flexible to ensure we meet the skills and needs of young people at the right time and has three fundamental phases:

- **Engage** – young people through accessible information and innovative platforms,
- **Build** – on young people's skills and talents through bespoke learning programmes and experiences;
- **Recognise** – the commitment and success of young people; to connect them to additional opportunities for progression.

We spend time getting to know young people, gaining a deep understanding of them, their behaviours, their preference and their needs and aspirations. We use this in a coordinated and structured way to help us to gain a clearer understanding of how we should do things on a day-to-day basis and plan for the future.

We value the input we receive from young people; we build their confidence, give them a voice and readdress the power imbalance by:

- Setting individuals, a challenge, often one they might have raised through feedback, and ask them to come up with ideas how we can solve it;
- Using a variety of platforms to communicate with young people to ensure they are kept up to date with what's going on, what's changing as well as what we need their help with;
- Involving young people in conversations with our commissioners and other stakeholders;
- Actively involving young people in the recruitment of staff (running a session at a candidate assessment day to sitting on the interview panel);
- Being open and honest and not giving false expectations or promising what we cannot deliver;
- Encouraging and supporting individuals to engage and be involved internally (Residents Representatives, attending team meetings to feed back to staff; facilitating residents' gatherings) as well as externally (social action projects in the community, Youth Parliament, Care Experienced Council);
- Offer a range of opportunities that will identify, coach and promote their skills and talents; connecting them into education, training and employment pathways;
- Offer and support specific peer groups such as women only, young dads, LGBTQI+;
- Using Complaints and compliments to capture their voice; bi-annual 'Your Support' survey;
- Listening to the small things, recognising and celebrating achievements which helps young people build their confidence and self-esteem;
- Being led by and responsive to young people.

Safeguarding and Child Protection

We build a strong safeguarding culture in all our supported accommodation across the service by ensuring young people are listened to, respected, and involved in both the development of the service and decisions about the scheme, taking into consideration any impact on young people living in schemes that also accommodate adults.

We have a Designated Safeguarding Lead (DSL) who has completed SCIE for Professional Safeguarding Leads. She is supported by nine colleagues who lead on safeguarding for their Directorates and who will deputise in her absence. Our Safeguarding leads group meets quarterly and is Chaired by our Head of Supported Housing.

All colleagues comply with LiveWest policy and procedures on Safeguarding and Child Protection. Our support teams are in regular contact with young people in an informal setting and are in a good position to notice any signs, whether physical or behavioural which may indicate abuse and are aware of how to report a concern.

All colleagues receive a specific Safeguarding Induction prior to starting their role and receive at least annual safeguarding training and updates from the Designated Safeguarding Leads. We will ensure

colleagues have the knowledge and skills to recognise and be alert for any signs that might indicate a young person is in any way at risk of harm and will know what to do when they have concerns.

Clear processes are also in place if an investigation involved either the Designated Safeguarding Lead or Head of Supported Housing.

We endeavour to provide a safe and welcoming environment where young people are respected and valued. We are alert to the signs of abuse and neglect and follow our procedures to ensure that all young people receive effective support, protection and justice. Safeguarding and promoting children and young people's welfare is integral to our values and purpose as an organisation:

- We demonstrate our care and commitment for young people through our willingness to advocate their rights, recognise abuse or neglect wherever it may occur and to communicate these to the team around the child.
- We recognise the impact of discrimination and added vulnerability this may cause, so work to an ethos of respect and dignity.
- We set high safeguarding standards, in the knowledge that young people must be safe to thrive socially, emotionally, and academically
- We take a positive approach to safeguarding, seeing the opportunity to learn from every experience.

We recognise that young people who have experienced homelessness are at an increased risk of abuse and harm and that they may have difficulties in communicating concerns to adults. We understand risk is further increased due to societal attitudes and assumptions or child/adult protection procedures which fail to acknowledge young people's diverse circumstances, rather than the individual personality, impairment, or circumstance. We are aware of these difficulties and seek to promote a culture of accessible, open communication so that concerns can easily be raised. It is our objective to safeguard all young people across supported accommodation, whatever their background or circumstances. Child protection forms part of our safeguarding responsibilities.



Colleagues will do everything possible to ensure young people feel and are safe. Staff will support young people to be aware of and manage their safety where possible, both inside and outside the scheme.

All colleagues will strive to build positive relationships with young people in the scheme and develop a culture of openness and trust that encourages them to tell someone if they have concerns or worries about their safety or well-being. Colleagues will establish good links with external agencies that can support and help young people. We will include information in the young person's guide on how young people can contact their placing/accommodating authority to call for a review of their care/pathway plan if they have concerns about their safety or welfare. We will ensure young people understand how they can speak to an independent advocate, Independent Reviewing Officers (IROs), their Personal Advisor, Ofsted inspectors or other relevant persons if they have concerns about their safety.

Young people will be encouraged to develop positive relationships with others both in and outside the scheme, such as with professionals delivering floating support. However, colleagues will be alert to the possibility that young people may be at risk from some relationships, including with other young people in the scheme, team members, family members, friends, and others outside the scheme, and they, therefore, will take appropriate steps to protect a young person where there are concerns for a young person's safety. The support teams will model and help young people to understand what makes a healthy, nurturing relationship. Colleagues will be skilled to recognise the signs, supporting young people in danger of or involved in exploitative or damaging relationships with

others, and, where appropriate, providing guidance and advice to young people on keeping themselves safe.

Supervision of colleague practice will ensure that individual adults in the scheme are engaged in the safeguarding culture of the service. Hence, they understand what they would need to do if they found other colleagues misusing or abusing their position to the detriment of the safety of a young person.

As part of the policies for the protection of young people, we will include information about whistleblowing, with clear procedures for how a colleague should report to an appropriate authority any concern they have about a young person within the scheme being either at risk of or already experiencing significant harm.

Equality, Diversity and Inclusion



We live in a world that is not always fair or equal, where privilege assists some, and the lack of it can hold others back. At LiveWest we are taking proactive steps to correct these imbalances and to be a positive example of equality, diversity and inclusion best practice within our communities and the wider sector. We are committed to being fair and inclusive, supporting diversity and providing inclusion for all young people.

We are all different and these differences contribute to our success. Having an inclusive culture empowers colleagues to think differently and to share their experiences and perspectives, which in turn is a key driver for innovation, development and engagement.

We aim to promote equality, tackle any form of discrimination and actively promote good relationships and equality of opportunity in all areas of supported accommodation. We seek to remove any barriers to access, participation, progression, attainment and achievement and take seriously our contribution towards community cohesion. We aim to:

- provide a secure environment in which all our young people can flourish and achieve good outcomes;
- provide a learning environment where all individuals see themselves reflected and feel a sense of belonging;
- prepare our young people for life in a diverse society in which young people can see their place in their community and wider society;
- provide positive non-stereotyping information about diverse groups of people regardless of gender, ethnicity, disability, sexual orientation, religion and age;
- plan systematically to improve our understanding and promotion of diversity;
- actively challenge discrimination and disadvantage making inclusion a thread which runs through all our activities.

Behaviour and consequences

Within supported accommodation we encourage positive behaviours such as being kind, respectful to others and responsible. We will treat each young person with understanding, dignity, kindness and respect; building, protecting and preserving positive relationships between each young person and the young people and adults around them.

Adults play an important part in the day-to-day life of a young person and will be trained and supported in establishing positive relationships with them and in managing behaviour, including behaviour which may be challenging at times.

Young people are made aware that they are accountable for their own actions and that inappropriate behaviour has a consequence. Actions that may warrant consequences include inappropriate behaviour, refusal to cooperate, deliberate major damage to property and threatening or dangerous behaviour to colleagues or other young people. Consequences where possible will be restorative and always proportionate, such as writing a letter of apology, thinking time or a change of activity. At times where there are breaches of the Licence / Tenancy Agreement our warning procedure may be followed.

Any physical intervention is seen as a last resort and only used to protect young people or others from less serious injury or damage to property. These are less forceful and restrictive than restraint. Details are contained in the positive relationships and behaviour management policy.

All incidents are recorded, reviewed and where possible young people are expected to engage in the process. Appropriate actions are also completed in a timely manner.

Medical procedures and First Aid

Young people have a right to the best health care available. They should receive sufficient information and opportunity to develop a healthy lifestyle. Young people will be encouraged to register with local General Practitioners. The support team can support young people by attending appointments at their request.

Colleagues that are first aid trained will administer First Aid in an emergency and in the event any young person requires urgent medical attention, emergency services will be called, and colleagues will follow their advice.

Young people must be able to safe keep and administer their own medications as this is not something our support team do.

Key information

All colleagues in our supported accommodation have gone through our safer recruitment and are of good character and integrity and have the experience and skills required for their role and to meet the specific needs of the children for whom they are responsible. Colleague training activities are evaluated to ensure that they lead to effective practice.

Our supported accommodation

Bristol Foyer 2A Victoria St, BS1 6DT

- Situated in the centre of Bristol, 15-minute walk from the shopping centre and central to bus routes and local train station;
- Accommodation comprises of 19 flats, each with shared kitchen and bathroom facilities accessed via the main building reception. Accommodation comprises of two or three rooms, each over 5 floors (with a lift);
- The Foyer also offers facilities that can be accessed by young people and colleagues / training kitchen, laundry room, community room, media lounge and colleague offices;
- Media lounge is equipped with laptops and resources for young people to access IT facilities;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 8am to 8pm on a rota, Monday to Friday and bank holidays; waking night support from 8pm to 6am and concierge from 5pm to 9am and 24 hours on weekends and bank holiday.

Torbay Foyer Teignmouth Rd, TQ1 4DZ

- Situated in the centre of Torbay, short walk to the main shopping area and central to bus routes and local train station;
- The accommodation is located at the rear of the main site, and is accessed via the main building reception, via a courtyard garden;

- Accommodation comprises of two separate blocks, each over three floors (no lift within accommodation). Block A has six flats, each with two bedrooms and ensuites and block B has six flats – four single occupancy and two, two bedrooms with ensuites shared;
- Accommodation block B also has a training kitchen and laundry room for all young people, and storage rooms for the estate management team;
- There is a covered Bike Rack in the courtyard for safe storage of bicycles;
- All young people can access the facilities which include a meeting space with various games and recreational activities, a training room, equipped with laptops and resources, gym equipment and a large sports hall (available to be hired by local community) and meeting rooms are also available for hire; outdoor space;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 8am to 8pm on a rota, Monday to Friday and bank holidays; concierge from 5pm to 9am and 24 hours on weekends and bank holiday.

Plymouth Foyer, Rendle St, PL1 1TU:

- Situated a short walk from the city centre and central to bus routes and train station;
- Accommodation is broken down into three areas comprising of 37 homes within the main Foyer, Advantage Point provides six emergency accommodations for 16/17 year olds & Phoenix Apartments which provide 7 move-on accommodation;
- Accommodation is located at the back of the main building; accessed via the reception and side gate (after 6pm);
- The main accommodation (37) comprises of 2 main blocks, 3 floors (no lift) around a courtyard. Block 1 has 1 x 2 bed flat & 6 x 4 bed flat; Block 2 has 1 x 2 bed flat & 3 x 3 bed flat;
- Advantage Point is located on the ground floor under Block 2 in proximity of the Concierge office. This is a 3-6 week direct access emergency unit for 16-17 year olds. Young people are assessed by staff during this period around strengths, risks, support needs which is fed back to external referring agencies to identify an appropriate exit plan to move to more permanent accommodation;
- Phoenix Apartments is located within the main building on 3rd floor but has its own entrance via Rendle Street. These homes are for young people with little or no support needs & are ready to work on move on into independent living within the community;
- All young people have their own bedroom with en-suite & there is a communal living/kitchen area in each flat;
- Facilities include communal courtyard, laundry room, bike storage, chill-out area (access to pool table, table tennis, TV, games console, media suite & a variety of activities), training kitchen and wide range of meeting and training rooms, accessed by all young people;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 8am to 8.30pm on a rota, Monday to Sunday and bank holidays; night housing support worker, 8pm to 7am for Advantage Point, and concierge from 6pm to 9am and 24 hours on weekends and bank holiday.

Hendra Lodge, Hendra Park, PL14 3LH:

- Situated on the outskirts of Liskeard, a 20-minute walk from the town centre where central bus routes and train station can be accessed;
- Accommodation is set one building, 2 shared flats (bedrooms with ensembles and 2 young people sharing) and 4 self-contained flats;
- Young people have access to training kitchen, communal lounge with a pool table, communal garden and laundry;
- Team office is located by the main entrance and also has a meeting room;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 9am – 5pm Monday-Friday, with later start/finish (11am – 7pm) one night per week. Concierge service between hours of 5pm – 5am including weekends.

Bodmin Foyer, Kerstenenn, PL31 2GZ:

- Situated in the centre of Bodmin, just off the main shopping street; central to bus routes. Train station is outside of Bodmin but accessible by bus /car;
- Accommodation is split into 2 blocks; Block 1 is a three-story building (no lift) with 10 flats which are single occupancy and block 2 is a two-story building which accommodates 6 young people in two shared flats;
- Team office is situated on the ground floor of block 1 and contains 2 offices, training kitchen and communal space; inside and out which all young people, can access;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 9am – 5pm Monday to Friday, with later start/finish (11am - 7pm) two nights per week. Concierge service between hours of 5pm – 5am including weekends.

Carthew House, 56 Trevail Way, PL25 4WZ:

- Situated in “the village” a small area of St Austell; 10-minute walk to the town centre and 20-minute walk to the train station; on a central bus route;
- Accommodation is a two-story building with 7 single flats, 6 for young mums and 1 for young person;
- All young people access a large communal training kitchen, laundry room and communal lounge and TV, a quiet room, small playroom, a conservatory and a large communal garden;
- Team offices are on the ground floor and have a sleep room for night-time support colleagues;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 9am – 5pm Monday-Sunday, with later start/finish (11am-7pm) two nights per week. Sleeping night support worker between hours of 7pm – 7am. Day staff on rolling four-week rota, night staff 3 week rolling rota.

Truro Foyer, Lander Court, TR1 2NH:

- Situated a short walk from the town centre, central to bus routes and train station;
- Accommodation is one storey, six shared flats, 5 x 2 bed flats, 1 x 3 bed flat, three on the ground floor and three on the first floor;
- All young people have access communal gardens, pool table and TV (ground floor) and communal area and training kitchen (1st floor) with a TV, and range of equipment such as darts board, drum kits, gaming console;
- Team offices on ground floor, next to main entrance;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 9am – 5pm Monday-Friday, with later start/finish (11am – 7pm) two nights per week. Concierge service between hours of 5pm – 5am including weekends.

Redruth Foyer, Alma Place, TR15 2AT:

- Situated in the town centre, central to bus routes and train station;
- Accommodation is over 2 floors (above the library) with its own entrance and comprises of 3 shared flats;
- All young people have access to communal recreational room which includes a pool table, TV and gaming console; training kitchen;
- Team offices with 2 quiet rooms for meetings;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 9am – 5pm Monday-Friday, with later start/finish (11am – 7pm) two nights per week. Concierge service between hours of 5pm – 5am including weekends.

Carn Brea Foyer, Carn Brea Lane, TR15 3DS:

- Situated in Pool with easy access to services and shops; on main bus route and 20-minute walk to Camborne train station;
- Accommodation is split in two areas, Crofty Flats, 8 self-contained Emergency accommodation flats and 5 shared flats with ensuites and 2 single flats;
- All young people have access to communal garden, bike shed, training kitchen, communal lounge which includes TV, games console and pool table, and meetings rooms;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 8:30am to 8:30pm on a rota, Monday to Sunday and bank holidays. Waking night support staff 8:30pm to 8:30am.

The Coach House, Chyandour Place, TR18 3LS:

- Situated a short walk from the town centre, easy access to central bus routes and train station;
- Accommodation comprises of 11 flats, one a shared flat for 3 young people all situated around a courtyard;

- All young people have access to a communal meeting space and training kitchen, communal gardens;
- Team office is situated near the entrance, a controlled gate that all young people can access;
- Wi-Fi is accessible through the building and accommodation;
- Support and Housing Management team onsite covering the hours 9am – 5pm Monday-Friday, with later start/finish (11am – 7pm) two nights per week. Concierge service between hours of 5pm – 5am including weekends.

Key documents

Find links to all our latest policies by [clicking here](#). These include:

- Compliments, Complaints and Feedback Policy
- Equality, Diversity and Inclusion Policy
- Safeguarding Children and Young People Policy
- Whistleblowing Policy
- Missing Child Policy
- Positive Relationships and Behaviour Management Policy
- CCTV and Surveillance Equipment Policy

On our [Young People Services page](#), you can also find our:

- Young Person's Guide
- Don't walk on by initiative